**GRIEVANCE PROCEDURE**

**Statement of intent**

The following procedure should be followed in order to settle all grievances concerning any employees of Robin Nursery School. A grievance is a complaint by an employee about any aspect of their employment, e.g. nature or range of duties, conditions of service, relationships with other staff. The grievance must be one that lies within the powers of the management of the nursery to resolve, e.g. it cannot be about matters determined by national legislation.

**Aims**

* The key objective of the procedure is to allow grievances to be settled quickly, fairly and at the lowest possible level at Robin Nursery, whilst allowing employees the opportunity to appeal to a higher level if necessary.
* The procedure covers all employed staff in Robin Nursery who have a grievance.
* It covers all matters which may become a source of grievance excluding :
* Those concerned with disciplinary action, unless the disciplinary action amounts to discrimination, or the action was not taken on the grounds of the employee’s conduct or capability.
* Decisions on strategic business issues, which are taken by the committee of Robin Nursery, but not excluding the operational impact of those decisions.
* Employees are encouraged to raise concerns with their manager prior to raising a formal grievance.
* Employees are entitled to be accompanied by a companion such as a work colleague at a grievance meeting and appeal.

**Procedure**Robin Nursery School’s policy is to encourage free interchange and communication between managers and the staff they manage. This ensures that questions and problems can be aired and resolved quickly and that grievances are settled informally.

**Informal Procedure**

* If an employee has a complaint about their individual circumstances at work, then they are entitled to raise a grievance. Employees are expected to discuss ordinary day-to-day issues informally with their manager through supervision meetings or if necessary request a separate meeting. Where this is not possible employees should raise their concerns verbally with the next level of management, prior to raising a formal grievance.
* If after seeking to resolve concerns informally, employees are not satisfied, then they should write to the setting explaining their grievance.

**Formal Procedure**

* Employees must state in writing the nature of their grievance and send the written complaint to their manager.
* Where the grievance is against the manager, the matter should be raised with the nursery committee.
* Normally within five days of the manager receiving a written grievance, the manager will write to the employee inviting them to a meeting where the grievance can be discussed. The meeting should be scheduled to take place as soon as possible, with the employee having at least 48 hours notice provided.
* Employees are required to take all reasonable steps to attend the meeting. However, if the employee, their companion or manager are unable to attend the meeting, it must be re arranged.
* At the meeting the employee must inform the manager hearing the grievance what the basis for the complaint is and the matter will be discussed.
* After the meeting, the manager hearing the complaint must write to the employee informing them of any decision and offering the right of appeal. This letter should be sent within ten days of the meeting taking place and should include details of how to appeal.
* Should the employee consider that the grievance has not been satisfactorily resolved, they must set out the grounds of their appeal in writing within seven working days of receipt of the decision letter, confirming that they wish to appeal against the decision.
* Within five working days of receiving the appeal letter, the employee should be invited to attend an appeal hearing where the grievance can be discussed. If the planned meeting cannot go ahead for any reason on the arranged date then another meeting must be arranged.
* The appeal meeting will be attended by Robin Nursery School’s chairperson/ appropriate committee members. The employee can bring a companion to the meeting. After the appeal meeting, the hearing manager will write to the employee informing them of their final decision.
* This is the final stage of the procedure.

This policy was adopted at a meeting of The Robin Nursery Committee on 18/10/17

Date to be reviewed: October 2018

Signed on behalf of the Committee ……………………………………… (Chairperson)

Signed on behalf of the Nursery …………………………………………… (Manager of Robin Nursery)